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Progeny Law & Tax Complaints Handling Procedure

Our Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides you with important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final decision.

Designated Complaints Handler

If you have any concerns about our service, our work, or our charges, you should discuss these first with the individual who has day-to-day control of your matter. If this person cannot satisfactorily address your concerns and you wish to make a complaint, please contact Zeeshan Hussain.

Zeeshan Hussain is a Solicitor and a Director. Complaints can be posted to Progeny Law and Tax Limited, 1A Tower Square, Leeds, LS1 4DL or you can email Zeeshan on zee.hussain@theprogenygroup.com

Step One: Acknowledging your Complaint

Where possible we will acknowledge receipt of your complaint within two working days and in any event, provide a written acknowledgement within 5 working days of receipt. All complaints will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint.

Step Two: Investigating your Complaint

Once the complaint has been registered, we will commence a review your file(s) and any other relevant documentation. Once the review of your file has been concluded, we will send you a letter telling you how we propose to deal with your complaint. Examples of what we might say in this letter are as follows:

- If your complaint is straightforward, we might make suggestions as to how we can put things right or we may offer you some form of redress;

- If your complaint is more complicated, we might ask you to confirm, explain or clarify any issues;

- We may ask to meet with you to discuss things face-to-face. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you fully setting out our views on the situation and making suggestions as to how we can put things right, or asking you to confirm, explain or clarify any issues. Within three working days of any meeting, we will write to you again to confirm what took place and any agreed resolution.

Whichever form our investigation takes, we will aim to give you our final decision as soon as possible.

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Step Three: Appealing against our Final Decision

If you are not satisfied with our final decision, please let us know and we will review our decision again. If you remain dissatisfied, you can then contact the Legal Ombudsman about your complaint.

If the initial complaint has not been resolved to your satisfaction within eight weeks, you may be able to refer your complaint to the Legal Ombudsman. We will write to you at that time and confirm your options (see Step four below).

We will also advise you whether we are prepared to engage in alternative methods of mediation.

Step Four: The Legal Ombudsman

You may refer your complaint to the Legal Ombudsman provided you do so within six months of the date of our final response. This will be confirmed in writing. In addition, there are also time limits that apply to the date you first became aware or should have become aware of the problem causing your complaint.

The relevant time limits are set out in the version of the Legal Ombudsman's Scheme Rules in force from time to time and may only be extended by the Legal Ombudsman in exceptional circumstances. These rules can be accessed at:

https://www.legalombudsman.org.uk/who-we-are/corporate-publications/scheme-rules/

Currently, the Scheme Rules state that you must refer the complaint to the Legal Ombudsman no later than:

- one year from the act/omission; or

- one year from when you should reasonably have known there was cause for complaint

Ordinarily, you cannot use the Legal Ombudsman unless you have first attempted to resolve your complaint using our Complaints Handling Procedure, but you will be able to contact the Legal Ombudsman if:

• The complaint has not been resolved to your satisfaction within eight weeks of first making the complaint to us; or

• The Legal Ombudsman decides that there are exceptional reasons why the Legal Ombudsman should consider your complaint sooner, or without you having to use our internal Complaints Handling Procedure first; or

• The Legal Ombudsman considers that your complaint cannot be resolved using our internal Complaints Handling Procedure because the relationship between you and us has broken down irretrievably. If you wish to make a complaint to the Legal Ombudsman you must be one of the following:

• An individual;

• A business or enterprise that was a micro-enterprise (European Union definition) (broadly, a enterprise that employs fewer than 10 staff and an annual turnover or annual balance sheet value not exceeding €2 million);

• A charity with an annual income net of tax of less than £1 million;

• A club, association or organisation, the affairs of which are managed by its members/a committee/a committee of its members, with an annual income net of tax of less than £1 million;

• A trustee of a trust with an asset value less than £1 million; or

• A personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.

You should be aware that you can only obtain redress by using our Complaints Handling Procedure or by mediation or arbitration, or by taking action through the Courts.

Legal Ombudsman Contact Details:

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk Website: www.legalombudsman.org.uk

Complaints about our professional conduct or behaviour

You can raise your concerns with our regulatory body, the Solicitors Regulation Authority, if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

We are bound by various professional rules of conduct (contained within the SRA Handbook) which can be viewed at www.sra.org.uk/handbook. You can also see more information about the help the SRA can give to you here: https://www.sra.org.uk/consumers/problems/report-solicitor.page

Solicitors Regulation Authority Contact Details:

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Telephone: 0370 606 2555

Email: report@sra.org.uk Website: www.sra.org.uk